Chain of command for help

We have 1 computer tech that we share with 1 other school. We have a help desk icon on our desk tops. We need to log in and record the problem. Then after she shows up we get an email asking us if the problem was fixed. She usually comes the same day, but sometimes the next morning. However, she really isn’t much of an expert. She plugged the sound cord into the wrong spot. One of the students fixed it for me.

Honestly it is much easier to ask the teachers who are very techo lit to help me.